	Operational General Order – 510: Radio Communications
THE CITY OF **NORFOLK** POLICE DEPARTMENT	Office of Preparation: Office of Support Services (mar)
	CALEA: 81.2.3, 81.2.4, 41.3.7

LEGAL REVIEW DATE: 12/11/2019	PRESCRIBED DATE: 12/20/19
City Attorney:	City Manager/Director of Public Safety:
APPROVED BY THE AUTHORITY OF THE CHIEF OF POLICE:	

Purpose

The purpose of this order is to outline the policies and procedures for the Norfolk Police Department communications system and equipment.

Policy

It is the department's intent to provide prompt and effective assistance and service on a priority dispatch basis 24 hours a day, by utilizing continuous two way communications capability with the Emergency Communication Center. All requests for police service will be processed as soon as possible, and the following procedures will be employed to utilize available resources in the most efficient and effective manner possible.

Supersedes:

1.   G. O. OPR-510, dated June 24, 2015
2.   Any previously issued directive conflicting with this order

Order Contents:

I. Radio Programming

    A. Police radio talk-group assignments for both non-secure and secure radios, including those for the mobile and the three position (ABC) switch on top of portable radios, assigned by Technology Support Unit (TSU) are listed in Attachment A.

    B. A description of the main, alternate, and tactical talk-groups follows:

        1. Main talk-group

        When conducting routine communications between units and the telecommunicator, personnel will use the main talk-group designated for that particular unit.

        2. Alternate talk-group

        When communicating by other than routine transmissions, personnel will switch to the assigned alternate talk-group.

        3. Tactical talk-group

        When responding to a situation which will require minimal but extended transmissions (e.g., a burglary in progress, robbery, etc.) personnel will advise the telecommunicator that they are switching to the designated tactical talk-group for the duration of the incident. The telecommunicator will then advise all other units involved to switch to that talk-group, and will monitor both talk-groups.

    C. An officer switching to a different talk-group will:

        1. Notify the telecommunicator of the talk-group prior to switching.

        2. Notify the telecommunicator when returning to the main talk-group.

II. Police Unit Call Number Assignments (CALEA 81.2.4.c)

Unit call numbers to be used on all departmental radio talk-groups are listed in Attachment B. Any changes must be authorized by the Office of Support Services and approved by the Chief of Police.

III. Outside Employment

    A. When working outside employment as defined in G. O. ADM-380: Outside Employment, officers will carry their department issued radio and operate on the assigned main talk-group within the patrol division whose boundaries their work is located.

    B. Upon reporting to work, personnel will make radio contact with the assigned talk-group telecommunicator and will:

        1. Provide their employee identification number, radio asset number and if in a patrol vehicle, the unit number.

        2. Request an off-duty unit call number as outlined in Attachment B. In lieu of an off-duty unit call number, officers may utilize individual permanently assigned unit call numbers. When using an authorized Mobile

Data Computer (MDC) equipped vehicle, after obtaining an off-duty call number from the telecommunicator, officers will log-on in accordance with set procedures.

3. Provide a valid address of work assignment location, including business name.

4. Provide expected end time.

C. The telecommunicator will assign the appropriate next available off-duty call number. If the officer is not utilizing a MDC equipped vehicle, the telecommunicator will log on the officer into CADS and place the officer on a *Detail/Off-Duty Employment* event.

D. At the end of their outside employment, officers will notify the telecommunicator and request to be logged off or log off using the MDC.

IV. Event Protocol and Instructions (CALEA 81.2.3.a-j; 81.2.4.a,b)

A. Officers will verbally acknowledge the telecommunicator with unit number and present location when dispatched to an event or during a self-initiated event. Officers will be dispatched as either the primary unit (i.e., the unit responsible for handling the event) or as a secondary unit (i.e., the backup or assisting unit) on the police event types specified in Attachment C.

B. When an event is dispatched the telecommunicator, via the automated I/CAD system will record the following information:

1. Unique identifying number to allow for the event to be referenced if necessary for follow-up investigations.

2. Date and time of the event.

3. Name and address of the complainant, if possible.

4. Type of incident reported.

5. The location of the incident reported.

6. Time that a primary unit and a secondary unit are dispatched, if needed, in accordance with Attachment C.

7. Priority response codes.

8. Time the officer(s) arrive on scene.

9. Time the officer(s) clears the event and returns to service.

10. Disposition of the incident.

C. If a unit fails to acknowledge the telecommunicator after three attempts on the assigned talk-group, the telecommunicator will attempt to locate the unit on the assigned main, alternate, and tactical talk-groups. If the unit still fails to acknowledge, the telecommunicator will perform a wide fleet call.

1. If there is still no response, the unit will be placed on a *Fail to Answer Radio* event with last known location. The telecommunicator will notify the sector supervisor who will investigate the circumstances surrounding

the unit's failure to answer, and take the necessary action, including requesting one or more units be dispatched on the alternate channel to the unit's last known location to attempt to locate the officer.

2. When contact with the unit has been made, the status of the officer will be determined and if any additional units are required; specifying the number, type needed and code response. If the situation is under control, it will be determined if additional units should clear from the event and return to their assigned districts and resume normal transmissions. The sector supervisor will be notified of such immediately.

3. As appropriate, commanding officers will be required to investigate the circumstances surrounding the officer's *Fail to Answer Radio* event.

4. Officers will not handle any event, whether assigned by the telecommunicator or self-initiated, unless assigned to an event in CAD. Any requests for an event must be verbalized over the radio and not requested via the MDC.

D. Personnel will use the appropriate event type and disposition type to reflect the nature and outcome of the event listed in the Police Event Type Table (Attachment C), and Police Event Disposition Types (Attachment E). These are the only types approved for use by police and communications personnel. Officers will change an event type and sub-type to a more appropriate code when necessary in order to provide the most accurate information of the event.

E. All radio and MDC transmissions will be non-coded plain language and are restricted to work-related tasks.

1. Officers and telecommunicators will keep transmissions to a minimum and use appropriate, plain language.

2. Only the codes listed in Police Signal Codes (Attachment D), may be utilized to protect sensitive information and preserve both officer and citizen safety.

3. The transmission of personal remarks, improper language, inappropriate call signs, and other unprofessional behavior is strictly prohibited.

F. Personnel must clear each assigned event with the proper disposition codes (Attachment E).

1. Telecommunicators will attempt to contact any officer who has not cleared in a timely manner associated to the event. Events will not be cleared or cancelled without contact with the assigned officer(s) or a supervisor.

2. In the event an officer cannot be contacted, a supervisor will be notified and, if necessary protocols for *Fail to Answer Radio* will be followed, as referenced in section C.

3. Personnel failing to clear an event will be cleared with the disposition *Fail to Clear* only after contact with the officer has been made or as instructed by the officer's supervisor.

G. Status Times

    1. The 24-hour clock will be used for all radio communications.

    2. The following status times will be announced by the telecommunicator as needed, or by the officer by utilizing the MDC:

        a. Starting time of event

        b. Arrival time at scene of event

        c. Departure and arrival times for location changes

        d. Departure and arrival times for transportation details

        e. Clearing time of event

    3. Officers with unit MDCs will update their status accordingly and for officer safety will verbally advise of any status changes to the telecommunicator who will update CADS announcing the time.

V. Mobile Data Computers (MDCs)

A. MDCs are installed in police department vehicles for the purpose of querying the Criminal Justice Information Systems (CJIS), Law Enforcement Information Exchange (LINX), Virginia Criminal Information Network (VCIN), Department of Motor Vehicles (DMV), and National Criminal Information Computer (NCIC) networks. They also provide for unit-to-unit communications, summary functions, review of information concerning dispatched events, and to control status changes.

B. Personnel having access to MDCs will complete their own computer records checks and refrain from requesting telecommunicators to query the system, except in exigent circumstances (e.g., equipment problems or tactical situation, etc.).

C. All information accessed via MDC will be handled in strict accordance with G. O. ADM-450: Criminal History. Any officer querying the system must possess at least a valid Class B VCIN Certification. Dissemination of criminal history information to non-criminal justice agencies and unauthorized individuals, or for purposes other than law enforcement is strictly prohibited, and is regulated by federal and state statutes. Accessing criminal justice databases for personal or non-law enforcement activities or checks is strictly prohibited.

D. MDC access to the VCIN system is only authorized when installed in a police vehicle or when operated in a police facility. If the MDC is removed from the police vehicle or not operated in a police facility, the VCIN connection will not be used, except for emergency purposes or functional testing by authorized personnel. Functional testing is limited to approved test records or permission of the subject identified in the record.

E. All transactions authorized via password will only be undertaken by the individual(s) logged on to the system. Passwords will not be shared. Personnel will not leave an MDC or other computer logged on or unsecured when the device is unattended. Officers will take steps to minimize unintentional viewing of information by citizens when running checks from assigned vehicles or in public

places (i.e., turn the computer, lower the top, minimize, etc.).

F.   When a warrant inquiry (or wanted check) has a positive response (or hit), the inquiring officer must confirm the warrant and follow the procedures in G. O. ADM-445: Legal Process. If an arrest is made, the inquiring officer must notify the Warrant Office to have the warrant removed from the computer system.

G.   When a stolen property inquiry made through an MDC has a positive response (or hit), recovery and handling of the property will be in accordance with G. O. ADM-410: Property and Evidence.

H.   Personnel experiencing problems with the MDC will report the problem to the Technology Support Unit (TSU).

VI.   Radio and MDC Emergency Procedures   (CALEA 81.2.4.g)

A.   Emergency – Clear the Air Status

1.   Personnel on the scene, a supervisor, or a telecommunicator may place a radio talk-group on *Emergency - Clear the Air* status (Signal 98).

2.   If the assigned code, Signal 98, is announced, transmissions will be restricted to only those officers involved, a supervisor or the telecommunicator.

3.   Officers calling the *Emergency - Clear the Air* status will announce their unit number, situation status and location. If necessary, they will also announce any suspect or vehicle description, direction of travel, and reason sought after.

a.   The telecommunicator will immediately announce the air status and unit involved, repeating the given information while placing the unit on the appropriate event type if not assigned and dispatch additional units, as required.

4.   Officers on scene of *Emergency - Clear the Air* status will not switch or be switched to another talk-group unless able to safely do so.

5.   The on-scene officer or a supervisor will advise if all officers are accounted for; this will be announced by the telecommunicator. The officer or supervisor will then release the talk-group.

B.   Officer Needs Help Calls

When the telecommunicator receives a call, transmission, or Code 100 *(Code Green)* that a *Police Officer Needs Assistance*, unless specified by an officer or supervisor on the scene, the following procedure will be adhered to:

1. Telecommunicators will immediately hold all radio transmissions by placing the talk-group in an *Emergency - Clear the Air* status, identify the officer, the location and if possible, the situation. Without delay, the telecommunicator will dispatch two additional police officers, K-9 unit and the appropriate sector supervisor to the officer and notify the field commander (Car 8). Additionally, units assigned to, or operating in the same patrol district or in an adjoining patrol district, may respond to the call and will notify the telecommunicator accordingly. All other units will remain in their respective districts.

2. The first officer to arrive at the scene will assess the situation and advise the telecommunicator if any additional units are needed, specifying the number, type and code response. Or, the officer will advise that the situation is under control, no additional units are needed; all responding units should be returned to their districts, and normal transmissions should resume.

3. The supervisor of the officer calling *Police Officer Needs Assistance,* will prepare a letter to their commanding officer or officer-in-charge listing initiating personnel, the reason for the call, the responding police units, and a summary of events.

C. Radio or MDC Emergency Button

When the radio or MDC emergency button is pressed, it activates an alarm in the Emergency Communications Center (ECC). Upon an alarm signal, the following procedures will be adhered to:

1. The telecommunicator will identify the unit transmitting the signal and verbally announce the unit radio number followed by *Code Green.*

2. If there is no response, or if the identified unit acknowledges the *Code Green* and needs assistance, the telecommunicator will immediately:

    a. Switch the two closest available backup units to the assigned alternate talk-group and dispatch them to a *Code Green* event at the last known location of the officer with the *Code Green* signal.

    b. Announce the alternate talk-group is in an *Emergency - Clear the Air* (Signal 98) status and announce the main talk-group is in a *Stand-by unless you have an emergency status* in order to keep radio transmissions clear for the unit calling the *Code Green.*

    c. The first officer to arrive at the scene will assess the situation and advise the telecommunicator if any additional units are needed, specifying the number, type needed and code response; or, that the situation is under control and if any additional units should continue to respond or to clear all responding units and return to their districts and resume normal transmissions.

3. If the officer accidentally activated the emergency button, the officer must immediately announce *Code Green error* to the telecommunicator and

reset the radio or MDC from its emergency status to normal status.

VII. Dispatch Events (CALEA 81.2.4.e/f)

A. Telecommunicators will dispatch the closest available unit to a pending event based on the location of the unit and in accordance with priority protocols identified in the Police Event Type Table (Attachment C).

B. Priority Protocols:

1. Telecommunicators will notify the sector supervisor or designee regarding any pending event exceeding the time limits outlined in the Priority Protocols below.

2. Priority 0 through 3 are classified as Emergency Events

Will be dispatched immediately to the closest available unit, and closest available back-up unit when necessary as recommended by CAD regardless of patrol division boundaries; however, it does not preclude dispatching other available units based on information provided by CAD, officers or other sources. Examples of Emergency Events are: Priority 0, gunshot victim; Priority 1, hostage/barricade; Priority 2, commercial burglary in progress; Priority 3, 911 hang-up. A patrol supervisor will be notified and respond accordingly when an Emergency Event is dispatched. Units will initiate the assigned code response as defined in G. O. OPR-710: Operation of Police Vehicles. Supervisors may reduce the code response based on the event remarks.

3. Priority 4 and 5 are classified as Urgent Events

Should not be held longer than 15 minutes and will be dispatched to the district unit(s), if available, and closest available back-up unit when necessary. Examples of Urgent Events are: Priority 4, commercial burglary alarm; Priority 5, motor vehicle accident, no injuries. A patrol supervisor will be notified and respond accordingly when an Urgent Event is dispatched. Units will initiate the assigned code response as defined in G. O. OPR-710: Operation of Police Vehicles. Supervisors may reduce the code response based on the event remarks.

a. If the district unit is not available, the closest available unit from the sector in which the event is occurring will be dispatched.

b. If no sector unit is available, the closest available unit from another sector within that patrol division will be dispatched.

c. If no other sector unit is available, the closest available unit from another patrol division will be dispatched and the sector supervisor advised accordingly.

4. Priority 6 through 9 are classified as Non-Emergency Events

Should not be held longer than 45 minutes and will be dispatched to the district unit(s), if available, and the closest available back-up unit when necessary. Examples of Non-Emergency Events are: Priority 6, vandalism

not in progress; Priority 7, misdemeanors not in progress; Priority 8, parking violations; Priority 9, barking dog. Units will initiate the assigned code response as defined in G. O. OPR-710: Operation of Police Vehicles.

    a.   If the district unit is not available, the closest available unit from the sector in which the event is occurring will be dispatched.

    b.   If no sector unit is available, the closest available unit from another sector within that patrol division will be dispatched.

    c.   If no other sector unit is available, the closest available unit from another patrol division will be dispatched and the sector supervisor advised accordingly.

    5.   If units are not available to handle events according to priority protocol a sector supervisor will be notified to determine the appropriate action.

C.   Units may be taken off low priority events to respond to higher priority pending events.

D.   When three or more events are pending, the telecommunicator will advise police units to withhold non-emergency self-initiated events until the backlogged events are handled.

E.   Back-up units will be sent if information indicates there is an officer safety risk or any potential for confrontation, including, but not limited to, all events involving weapons, on-going violence, burglary in progress, psychiatric patients, etc., or when requested by an officer or supervisor. (CALEA 81.2.4.e)

F.   The names of complainants reporting crimes or incidents are not to be transmitted over the police radio, unless it is imperative that such information be relayed immediately. However, when an officer is dispatched on an event to see a particular individual, that person's name may be broadcast.

    1.   A complainant will be identified in the CAD as *Refused* when choosing not to leave a name and as *CC* when disconnected with the telecommunicator without providing such information.

    2.   Officers will not go to a complainant's house when responding to an event, unless the event pertains to that house or the complainant requests that the officer contact them in person. Officers will not give out complainant information, unless it is authorized by the complainant (e.g., provide complainant information to family members when handling a *Check on the Well Being* event.)

G.   Officers will respond to all assigned events. This does not preclude personnel from requesting an event that has been assigned to another unit. A supervisor will be consulted if a conflict arises as to which unit will handle an event.

H.   Telecommunicators will refer to G. O. ADM-430: Animal Calls for Service, for guidelines on dispatching police units on animal related calls.

VIII.   <u>Police Personnel Responsibilities</u>

A.   Personnel operating a vehicle will not attempt any transaction on the MDC, or

attempt to read information on the screen, while the vehicle is in motion. Personnel should use caution when using radios and cellular telephones while the vehicle is in motion.

B.   Personnel will log on at the beginning of their shift and log off at the end of their shift by MDC. If the MDC is unavailable, log on and log off procedures will be completed with verbal notification to the telecommunicator. When an officer leaves a multiple officer unit for an extended period of time, i.e., attending court, that officer will log off until returning to the unit and will advise the telecommunicator.

C.   Officers will not handle any call for service, whether assigned by the telecommunicator or self-initiated, unless assigned to an event in CADS.

D.   Requests for non-emergency events received by police desk personnel will be transferred to the ECC using the non-emergency line. In emergency situations, personnel should keep the caller on the telephone and contact the telecommunicator by radio or by calling 911.

E.   All requests for telephone call assistance pertinent to the assigned event, or as part of a related investigation, will be completed through Police Desk Personnel. Personnel will not request a telecommunicator to make phone calls for them, except in exigent circumstances and only when related to an event.

F.   Personnel are reminded that there is no expectation of privacy for phone calls made over wireless devices, i.e., commands' portable and vehicular mobile radios. All transmissions are monitored by supervisory personnel from time to time, and may also be overheard or recorded by anyone possessing a device capable of monitoring police radio frequencies. Proper decorum will be maintained at all times.

G.   Officers will not request an out-of-service status listed in Attachment F within one hour after the beginning of the officer's shift, or within one hour of the end of the officer's shift, without a supervisor's permission.

H.   Criminal history or surveillance information will not be communicated over the air with the exception of instances noted in the following excerpt from the VCIN Operating Manual:

> "… Audio response terminals and radio devices, whether digital or voice, shall not be used routinely for the transmission of criminal history beyond that information necessary to effect an immediate identification or to ensure adequate safety for officers and the general public. *When an officer determines there is an immediate need for this information to further an investigation, or there is a situation affecting the safety of an officer or the general public, then details of criminal history record information may be transmitted.*"

The transmission of caution and active parole information, however, is permissible.

IX.   <u>Police Supervisor Responsibilities</u>

A. Police supervisors will submit line-ups for on-duty personnel via email, fax, or hand delivered, to the ECC prior to roll call. The line-up will include: officer's name, employee ID number, assigned unit (call) number, vehicle number, radio asset number, duty times and any additional information such as details. The telecommunicator will be advised of any changes to the line-up. Line-ups will not be called in on 911.

B. Police supervisors may cancel an event or alter the response code, provided they ensure the event is cleared in an approved manner, and the telecommunicator is notified as soon as possible. Should a supervisor cancel an event, the supervisor must have the police desk personnel or telecommunicator, when police desk personnel are not available, contact the complainant by telephone to advise that police officers will not be responding.

C. Police supervisors will be responsible for resolving any radio conflicts in reference to dispatching events. Such conflicts will be resolved between the sector supervisor and the ECC supervisor.

X. Telecommunicator Responsibilities

A. Events created in response to citizen requests for service will be dispatched as soon as possible. Telecommunicators will use clear speech information with the exception of signal codes utilized to protect sensitive information and preserve officer and citizen safety.

B. Telecommunicators will advise citizens of alternative methods for obtaining services that do not require police action or are not police matters (e.g. commercial or private agencies or other matters that may be better handled by city departments such as Towing and Recovery, Traffic Engineering, etc.). In such cases the complainant will be advised that police personnel will not be dispatched. If the complainant insists on seeing a police officer, an event will be generated for an officer's response and the complainant will be advised of a possible delay.

C. The department will maintain the confidentiality of the residential telephone numbers of both sworn and non-sworn department personnel. Outside requests for telephone numbers of departmental personnel received by telecommunicators will be referred immediately to Police Operations Center desk personnel for handling.

D. Telecommunicators will dispatch events in order of priority from 0 to 9 as outlined in section VII.: Dispatch Events.

E. Telecommunicators will immediately notify the Field Commander or sector commander and appropriate sector supervisor of:

1. Vehicular and foot pursuits.

2. Police officer needs help events, including *Code Green*.

3. Traffic accidents involving police personnel.

4. Critical incidents to include but not limited to; active threats, barricaded or hostage situation, homicides, serious, disabling or life threatening injuries to police personnel, and shooting incidents involving police personnel.

5.   Requests for assistance from an outside law enforcement agency such as the FBI, ATF, etc.

XI.   <u>Radio Talk Around Procedures</u>

     A.   The radio talk around feature allows communications between radio devices when personnel are outside the range of the repeater towers. This frequency is a non-trunked conventional channel with limited range, and is to be used only when personnel travel outside this jurisdiction or as otherwise needed within this jurisdiction.

     B.   Talk around is an FCC authorized channel and is shared with non-law enforcement agencies; personnel should be aware that this frequency is not secure.

XII.   <u>Out of City Mutual Aid Radio Procedures</u>   (CALEA 81.2.4.d)

     A.   When a Norfolk Police unit leaves the city and requires police assistance under non-emergency conditions (e.g. coordinating a suspect search) from Virginia Beach, Portsmouth, Chesapeake, or Suffolk, the Norfolk unit, after coordinating with the telecommunicator, will select the radio mutual aid talk-group for the agency from which assistance is required. The telecommunicator in the Norfolk ECC who is responsible for the unit's primary talk-group, will monitor the talk-group for the city to which the unit is responding. Attachment A identifies the participating cities' mutual aid talk-groups. Assistance from the state police and cities not listed on Attachment A that do not have compatible communications systems will have to be coordinated via telecommunicators.

     B.   Norfolk units communicating on a mutual aid talk-group will identify themselves as, "Norfolk Police Unit ___. " The telecommunicator from the other agency will then respond to the unit requesting assistance.

     C.   If an emergency situation prevents the units from safely switching to the other city's mutual aid talk-group (e.g., a vehicle pursuit) the telecommunicator will, upon request, cross patch the requesting unit directly into the appropriate jurisdiction's mutual aid talk-group.

         1.   When this task is performed by the telecommunicator, units should be aware that the entire talk-group will be operating on the mutual aid talk-group. Consequently, units will only make this request when they feel they may not safely perform this task themselves.

         2.   Once the involved officer may safely do so, he or she will advise the telecommunicator to switch the talk-group back to its normal operation.

     D.   Police units from any of the aforementioned cities entering Norfolk will request assistance via the telecommunicator, who will relay the type of situation (e.g., vehicle pursuit), location of entry (e.g., Downtown Tunnel) and other pertinent information (e.g. vehicle description and license number) on main talk-groups. As deemed appropriate and if it can be safely accomplished, telecommunicators will coordinate shifting of units to the Norfolk Mutual Aid talk-group. Other city units will identify themselves as, "Virginia Beach Police Unit ___. " Norfolk units will

identify themselves as, "Norfolk Police Unit ___. "

XIII. Radio System Failure Procedures

Two conditions are associated with a system failure of the City of Norfolk's 800 MHz radio system, both of which are described as follows:

A. Fail Soft Condition

1. Should the radio system lose its redundant central controllers, the system will default to a *Fail Soft* condition. In the *Fail Soft* condition, radios will emit an audible beep every 10 seconds, and all displays will indicate fail soft, either by the words *Fail Soft*, or the initials *F. S.*

2. Under the *Fail Soft* condition, all radios on the 800 MHz system will automatically be assigned to a pre-determined system resource by the user's selected talk-group. Personnel operating on their assigned talk-group will continue to communicate in the same manner prior to the failure.

3. Trunking features such as the emergency button will cease to be functional during the *Fail Soft* condition.

B. System Down Condition

1. A System Down condition occurs when the 800 MHz system fails beyond the *Fail Soft* capability. All radios will emit an audible beep every 10 seconds and a continuous tone when the radio button is depressed. If portable and mobile radios are both inoperable, the display should be checked for *Out of Range.*

2. During the System Down condition, users of the 800 MHz system will be unable to communicate until the system has been brought back into normal operation.

3. When this condition occurs, all police personnel and telecommunicators are to switch to the <u>Portsmouth Mutual Aid</u> talk group and maintain extreme minimum communications, and will remain there until instructed by the telecommunicator to a specific NPSAC/Orion talk-group. The telecommunicator will conduct a roll call of units to determine status and location. The telecommunicator will shall advise police personnel when the system had returned to normal status and to return to their normally assigned talk-groups.

XIV. Care and Maintenance of Equipment

A. Radios are issued as a standard piece of equipment to each individual officer. Personnel are responsible for ensuring that police radios and MDCs are maintained in working order. Additionally, fluids should be kept away from all communications equipment. Equipment that has been lost or damaged will be reported as described in G. O. ADM-520: City Owned Property.

B. Should a radio or MDC be lost or stolen, the officer will immediately report the incident to his or her supervisor. The Field Commander will be notified of the

situation, and reporting will be in accordance with G. O. ADM-520: City Owned Property and G. O. OPR-415: Incident Based Reporting (IBR). For lost or stolen radios, the supervisor will immediately contact ECC to have the radio deactivated. For lost or stolen MDCs, the supervisor will immediately contact the Information Technology Help Desk to have the MDC deactivated from all computer systems.

    C.   The Radio and Electronics Bureau provides preventative, routine, and/or emergency radio (portable and mobile) maintenance between 0730 and 1630 hours, Monday through Friday. Emergency repairs are available after hours by contacting an Emergency Communications Center telecommunicator and requesting the assistance of an on-call radio technician. Emergency maintenance will not be provided for vehicular radios until all available spare vehicles have been put into service.

XV.

    A.   Personnel will not tamper with communications equipment, including MDC's docking station, cables, antennas, and Global Positioning Receiver (GPR). The GPR will not be deactivated.

    B.   Portable radio reliability is dependent upon the condition and availability of properly charged batteries. Failed batteries will be tagged as defective, stored separately, and returned to the Technology Support Unit (TSU).

XVI.   Requesting CADS Information (CALEA 41.37e)

Investigators and supervisors may request recorded CADS and audio media information that cannot be obtained through I/NETVIEWER, I/MOBILE, or I/LEADS. Requests must be made in writing using PD 501, Request for CADS Information, through the chain of command. The commanding officer of the requestor is responsible for evaluating the appropriateness of the request and approving the submission. The requestor will then submit the approved form via city email or hand delivery to the Custodian of Records of the Emergency Communications Center and arrange for pick-up of the requested information.

Definitions:

Clearing: Documenting the action taken upon completing an event.

Emergency Communications Center (ECC): The location from which incoming calls with requests for public safety services are received, events entered and then dispatched by telecommunicators.

Event: Request for police services documented in the Computer Aided Dispatch System (CADS).

In-Service: On duty and available for assignment to an event.

Message: Administrative information transmitted among officers and telecommunicators via the CADS and Mobile systems.

Mobile Data Computer (MDC): The laptop computer that can be docked and undocked from police vehicles.

Out-of-service: On duty and <u>not</u> available for assignment to an event.

Outside Employment: Employment by individuals, firms and agencies which are separate from and independent of the city government, even though they may be funded to some extent by the city. These include private businesses, organizations like Festevents Inc., and other political subdivisions like the School Board and the Norfolk Redevelopment and Housing Authority that encompass both extra and off duty employment capabilities.

Log-on: The act of notifying the telecommunicators that an officer's shift has started. This will be done by officers using a computer unless one is unavailable, then log-on will be completed using voice communications.

Log-off: The act of notifying the telecommunicators that an officer's shift has ended. This will be done by officers using a computer unless one is unavailable, then log-off will be completed using voice communications.

Related Documents

1. G. O. ADM-320: Outside Employment
2. G. O. ADM-410: Property and Evidence
3. G. O. ADM-430: Animal Calls for Service
4. G. O. ADM-445: Legal Process
5. G. O. ADM-450: Criminal History
6. G. O. ADM-520: City Owned Property
7. G. O. OPR-415: Incident Based Reporting (IBR)
8. G. O. OPR-710: Operation of Police Vehicles
9. VCIN Operating Manual

Attachments

A. Police Radio Programming
B. Police Unit Call Numbers
C. Police Event Type Table
D. Police Signal Codes
E. Police Event Disposition Types
F. Police Out-of-Service Types
G. PD 501, Request for CADS Information

Police Radio Programming

New Police Portables non Secure**Admin is Warrants/Towing							
Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
1							
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15							
16							

New Police Secure Portables**Admin is Warrants/Towing							
Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							

Police Unit Call Numbers

UNIT #	UNIT TYPE	UNIT #	UNIT TYPE	UNIT #	UNIT TYPE
		ADMINISTRATIVE UNITS			

Police Unit Call Numbers

PATROL DIVISION UNITS					
UNIT #	UNIT TYPE	UNIT #	UNIT TYPE	UNIT #	UNIT TYPE

Police Unit Call Numbers

PATROL DIVISION UNITS					
UNIT #	UNIT TYPE	UNIT #	UNIT TYPE	UNIT #	UNIT TYPE

Police Unit Call Numbers

SPECIALTY UNITS					
UNIT #	UNIT TYPE	UNIT #	UNIT TYPE	UNIT #	UNIT TYPE

Police Unit Call Numbers

INVESTIGATIVE DIVISION UNITS					
UNIT #	UNIT TYPE	UNIT #	UNIT TYPE	UNIT #	UNIT TYPE

Police Unit Call Numbers

UNIT #	UNIT TYPE	UNIT #	UNIT TYPE	UNIT #	UNIT TYPE

INVESTIGATIVE DIVISION UNITS

Police Unit Call Numbers

NARCOTIC / INVESTIGATIVE DIVISION UNITS					
UNIT #	UNIT TYPE	UNIT #	UNIT TYPE	UNIT #	UNIT TYPE

Police Unit Call Numbers

	HOMELAND SECURITY				
UNIT #	UNIT TYPE	UNIT #	UNIT TYPE	UNIT #	UNIT TYPE

Police Unit Call Numbers

	OTHER AGENCIES				
UNIT #	UNIT TYPE	UNIT #	UNIT TYPE	UNIT #	UNIT TYPE

Police Unit Call Numbers

UNIT #	OFF-DUTY UNIT TYPE	UNIT #	UNIT TYPE	UNIT #	UNIT TYPE

Police Unit Call Numbers

HOSTAGE-CRISIS NEGOTIATION TEAM		CITY AGENCIES		OUTSIDE AGENCIES	
UNIT #	UNIT TYPE	UNIT #	UNIT TYPE	UNIT #	UNIT TYPE

Police Event Type Table

Event Type	Sub-Type	Priority
911 LINE	HANG-UP	3
911 LINE	OPEN LINE	3
ABANDON VEHICLE		8
ABDUCTION	ADULT	1
ABDUCTION	CHILD	0
ADVISED CALL	DIALING ERROR	9
ADVISED CALL	DIRECTIONS GIVEN	9
ADVISED CALL	INFORMATION GIVEN	9
ADVISED CALL	INNER TRANSFER TO NORF NON-EMRG DEPT	9
ADVISED CALL	MUNICIPALITY TRANSFER	9
ADVISED CALL	OTHER	9
AIRCRAFT CRASH		0
AIRPORT ALERT	LEVEL ONE	2
AIRPORT ALERT	LEVEL TWO	2
ALARM	AUTO	5
ALARM	BDS ALARM (BIOHAZARD DETECTION SYSTEM ALARM)	1
ALARM	BURGLARY COMMERCIAL	4
ALARM	BURGLARY RESIDENTIAL	4
ALARM	ROBBERY COMMERCIAL	1
ALARM	ROBBERY TO THE INDIVIDUAL	3
ALARM	UNDETERMINED ALARM SOURCE	4
ANIMAL PROTECTION	ANIMAL CRUELTY	5
ANIMAL PROTECTION	INJURED/SICK ANIMAL	5
ANIMAL PROTECTION	RESCUE/EXOTIC INVESTIGATION	7
ANIMAL PROTECTION	STRAY ANIMAL	6
ANIMAL PROTECTION	TRANSPORT	8
ANIMAL PROTECTION	VICIOUS ANIMAL	3
ASSAULT	IN PROGRESS	2
ASSAULT	MULTIPLE VICTIMS	2
ASSAULT	NO INJURIES, NOT INPROGRESS	4
ASSAULT	NON-RECENT INJURIES (=> 6 HRS)	2
ASSAULT	NOT ALERT	2
ASSAULT	NOT DANGEROUS	2
ASSAULT	NOT IN PROGRESS	4
ASSAULT	OVERRIDE	2
ASSAULT	OVERRIDE - DELTA	2
ASSAULT	POSSIBLE DANGEROUS BODY AREA	2

Police Event Type Table

Event Type	Sub-Type	Priority
ASSAULT	SERIOUS HEMORRHAGE	2
ASSAULT	UNCONSCIOUS OR ARREST	2
ASSAULT	UNKNOWN STATUS (3RD PARTY CALLER)	2
ASSISTANCE	ASSIST OTHER POLICE AGENCY	4
ASSISTANCE	CITIZEN	5
ASSISTANCE	MOTORIST	6
AUTO THEFT	IN PROGRESS	3
AUTO THEFT	NOT IN PROGRESS	6
AUTO THEFT	RECOVERY	4
BOMB THREAT		4
BURGLARY	COMMERCIAL BURGLARY IN PROGRESS	2
BURGLARY	COMMERCIAL BURGLARY NOT IN PROGRESS	6
BURGLARY	RESIDENTIAL BURGLARY IN PROGRESS	2
BURGLARY	RESIDENTIAL BURGLARY NOT IN PROGRESS	6
BURNS (SCALDS)	BLAST	3
BURNS (SCALDS)	MULTIPLE VICTIMS	3
BURNS (SCALDS)	OVERRIDE	3
BURNS (SCALDS)	UNKNOWN STATUS - 3RD PARTY CALLER	3
CARDIAC / RESPIRATORY ARREST / DEATH	HANGING	1
CARDIAC / RESPIRATORY ARREST / DEATH	OBVIOUS DEATH (UNQUESTIONABLE)	1
CARDIAC / RESPIRATORY ARREST / DEATH	OVERRIDE BRAVO	1
CARDIAC / RESPIRATORY ARREST / DEATH	STRANGULATION	1
CARDIAC / RESPIRATORY ARREST / DEATH	SUFFOCATION	1
CHECK ON THE WELL BEING		4
CHEMICAL EMERGENCY / HAZMAT INCIDENT		1
CHEST PAIN POSSIBLE HEART ATTACK		1
CHILD PROTECTION	COCAINE	5
CODE GREEN		0
CRIMINAL COMMUNICATIONS		7
CROWD		4
DETAIL	CRIMINAL ENFORCEMENT	6
DETAIL	EVIDENCE/PROPERTY FOUND	8
DETAIL	GUARD PRISONER	5
DETAIL	HOMELAND SECURITY	6
DETAIL	OFF DUTY EMPLOYMENT	9
DETAIL	PAPERWORK EQUIPMENT TRANSFER	9
DETAIL	PUBLIC RELATIONS	8
DETAIL	SPECIAL EVENT (FESTIVAL, PARADE, PICKET, ETC)	8

Police Event Type Table

Event Type	Sub-Type	Priority
DETAIL	STAKEOUT/SURVEILLANCE	8
DETAIL	STREET CROSSING (SCHOOL/MALL)	5
DETAIL	TRAFFIC CONTROL/DIRECTION	5
DETAIL	TRAFFIC ENFORCEMENT	5
DETAIL	TRAFFIC ESCORT	8
DETAIL	TRANSPORT PRISONER	8
DETAIL	VIP PROTECTION	8
DISTURBANCE	BARKING DOG	5
DISTURBANCE	DISORDERLY SUBJECT/TRESSPASSER	4
DISTURBANCE	GUNSHOTS HEARD	4
DISTURBANCE	LOUD NOISE/TV/RADIO/FIREWORKS/ETC	6
DOMESTIC	DISTURBANCE	4
DOMESTIC	VIOLENT	3
DROWNING (NEAR) / DIVING / SCUBA ACCIDENT	ALERT AND BREATHING NORMALLY (INJURIES OR IN WATER)	1
DROWNING (NEAR) / DIVING / SCUBA ACCIDENT	ALERT AND BREATHING NORMALLY (NO INJURIES AND OUT OF WATER)	5
DROWNING (NEAR) / DIVING / SCUBA ACCIDENT	UNDERWATER	1
DROWNING (NEAR) / DIVING / SCUBA ACCIDENT	NOT ALERT	1
DROWNING (NEAR) / DIVING / SCUBA ACCIDENT	OVERRIDE	1
DROWNING (NEAR) / DIVING / SCUBA ACCIDENT	OVERRIDE - CHARLIE	1
DROWNING (NEAR) / DIVING / SCUBA ACCIDENT	OVERRIDE - DELTA	1
DROWNING (NEAR) / DIVING / SCUBA ACCIDENT	UNCONSCIOUS	1
DROWNING (NEAR) / DIVING / SCUBA ACCIDENT	UNKNOWN STATUS (3RD PARTY CALLER)	1
ESCAPE		1
EXPECTED DEATH		1
EXPLOSION / COLLAPSE NO FIRE		0
EXPLOSIVE DEVICE FOUND		0
EXPOSURE	IN PROGRESS	3
EXPOSURE	NOT IN PROGRESS	4
FAIL TO ANSWER RADIO		4
FIRE	BOAT FIRE	1
FIRE	COMMERCIAL	1
FIRE	RESIDENTIAL STRUCTURE	1
FIRE	VEHICLE FIRE	1
FOLLOW UP INVESTIGATION		7
FORENSICS	ASSAULT	5
FORENSICS	BURLARY	5
FORENSICS	OTHER	6
FORENSICS	ROBBERY	4

Police Event Type Table

Event Type	Sub-Type	Priority
FORENSICS	VEHICLE	6
FRAUD	IN PROGRESS	4
FRAUD	NOT IN PROGRESS	7
GUNSHOT / STABBING	CENTRAL WOUNDS	0
GUNSHOT / STABBING	KNOWN SINGLE PERIPHERAL WOUND	1
GUNSHOT / STABBING	MULTIPLE VICTIMS	0
GUNSHOT / STABBING	MULTIPLE WOUNDS	0
GUNSHOT / STABBING	NON-RECENT (=> 6 HRS) PERIPHERAL WOUNDS	4
GUNSHOT / STABBING	NON-RECENT (=> 6 HRS) SINGLE CENTRAL WOUND	4
GUNSHOT / STABBING	NOT ALERT	1
GUNSHOT / STABBING	OVERRIDE	1
GUNSHOT / STABBING	OVERRIDE - DELTA	1
GUNSHOT / STABBING	SERIOUS HEMORRHAGE	1
GUNSHOT / STABBING	UNCONSCIOUS OR ARREST	1
GUNSHOT / STABBING	UNKNOWN STATUS (3RD PARTY CALLER)	1
HEART PROBLEMS/A.I.C.D.	COCAINE	2
HOSTAGE/BARRICADE		1
INDUSTRIAL/MACHINERY ACCIDENTS	CAUGHT IN MACHINERY (UNKNOWN STATUS)	2
INDUSTRIAL/MACHINERY ACCIDENTS	LIFE STATUS QUESTIONABLE	0
INDUSTRIAL/MACHINERY ACCIDENTS	MULTIPLE VICTIMS	2
INDUSTRIAL/MACHINERY ACCIDENTS	OVERRIDE	2
INDUSTRIAL/MACHINERY ACCIDENTS	UNKNOWN SITUATION (NOT CAUGHT IN MACHINERY)	2
INTOXICATED SUBJECT		5
JUVENILE TRUANT/CURFEW		5
LARCENY	ARREST	4
LARCENY	INPROGRESS	3
LARCENY	NOT IN PROGRESS	6
MISDEMEANOR VIOLATION	IN PROGRESS	4
MISDEMEANOR VIOLATION	NOT IN PROGRESS	7
MISSING PERSON	ADULT	4
MISSING PERSON	CHILD	4
MISSING PERSON	RUNAWAY	4
MOTOR VEHICLE ACCIDENT	NOINJURY	5
MOTOR VEHICLE ACCIDENT	SPILL/LEAK FLUIDS	5
MOTOR VEHICLE ACCIDENT W/INJURY	1ST PARTY CALLER W/INJURY TO NOT DANGEROUS BODY AREA	2
MOTOR VEHICLE ACCIDENT W/INJURY	AUTO-PD, MC, BIKE- OVRTRN -EJECT	0
MOTOR VEHICLE ACCIDENT W/INJURY	HAZMAT	0
MOTOR VEHICLE ACCIDENT W/INJURY	INJURIES	2
MOTOR VEHICLE ACCIDENT W/INJURY	MAJOR INCIDENT (A THROUGH E)	0

Police Event Type Table

Event Type	Sub-Type	Priority
MOTOR VEHICLE ACCIDENT W/INJURY	MULITPLE VICTIMS (ONE UNIT)	2
MOTOR VEHICLE ACCIDENT W/INJURY	MULTIPLE VICTIMS (ADDITIONAL UNITS)	2
MOTOR VEHICLE ACCIDENT W/INJURY	NOT ALERT	1
MOTOR VEHICLE ACCIDENT W/INJURY	OVERRIDE DELTA	0
MOTOR VEHICLE ACCIDENT W/INJURY	OVERRIED BRAVO	2
MOTOR VEHICLE ACCIDENT W/INJURY	PINNED (TRAPPED) VICTIM	0
MOTOR VEHICLE ACCIDENT W/INJURY	SERIOUS HEMORRHAGE	1
MOTOR VEHICLE ACCIDENT W/INJURY	UNKNOWN STATUS - 3RD PARTY CALLER	2
NARCOTICS	IN PROGRESS	4
NARCOTICS	NOT IN PROGRESS	7
NOTIFICATION		8
OPEN DOOR OR WINDOW		3
OUTSIDE SPILL / LEAK	NO FIRE	2
OUTSIDE SPILL / LEAK	TANKER TRUCK WITH FIRE	1
OUTSIDE SPILL / LEAK	WITH FIRE	1
OVERDOSE / POISONING (INGESTION)	COCAINE (OR DERIVATIVE)	1
OVERDOSE / POISONING (INGESTION)	NARCOTICS (HEROIN)	1
OVERDOSE / POISONING (INGESTION)	OVERDOSE (WITHOUT PRIORITY SYMPTOMS)	4
OVERDOSE / POISONING (INGESTION)	OVERRIDE	1
OVERDOSE / POISONING (INGESTION)	VIOLENT (POLICE MUST SECURE)	1
PARKING VIOLATION		8
PERSON WITH A WEAPON		2
PROWLER/PEEPING TOM	IN PROGRESS	4
PROWLER/PEEPING TOM	NOT IN PROGRESS	5
PSYCHIATRIC	NEAR HANGING STRANGULATION OR SUFFOCATION (ALERT)	1
PSYCHIATRIC	NO EMS NEEDED-POLICE ONLY RESPONSE	5
PSYCHIATRIC	NON-VIOLENT AND NON-SUICIDAL (ALERT)	4
PSYCHIATRIC	NOT ALERT	1
PSYCHIATRIC	OVERRIDE	4
PSYCHIATRIC	OVERRIDE - DELTA	1
PSYCHIATRIC	THREATENING SUICIDE	3
PSYCHIATRIC	UNKNOWN STATUS (3RD PARTY CALLER)	4
PSYCHIATRIC	VIOLENT (POLICE MUST SECURE)	3
PURSUIT	FOOT CHASE	0
PURSUIT	VEHICLE	0
ROBBERY	COMMERCIAL ROBBERY IN PROGRESS	1
ROBBERY	COMMERCIAL ROBBERY NOT IN PROGRESS	3
ROBBERY	INDIVIDUAL ROBBERY IN PROGRESS	2
ROBBERY	INDIVIDUAL ROBBERY NOT IN PROGRESS	4

Police Event Type Table

Event Type	Sub-Type	Priority
SEARCH WARRANT SERVICE		4
SEXUAL ASSAULT	INPROGRESS	1
SEXUAL ASSAULT	NOT IN PROGRESS	3
SHOTS FIRED	IN PROGRESS	1
SHOTS FIRED	NOT IN PROGRESSS	4
STOLEN VEHICLE	IN PROGRESS	2
STOLEN VEHICLE	NOT IN PROGRESS	4
SUBPOENA/COURT ORDER SERVICE		9
SUSPICIOUS	AUTO	5
SUSPICIOUS	PACKAGE	3
SUSPICIOUS	PERSON	5
SUSPICIOUS	SITUATION	5
TAMPERING WITH AUTO	IN PROGRESS	3
TAMPERING WITH AUTO	NOT IN PROGRESS	6
TECH RESCUE (IND. ACCD., CONFINED SPACE/TRENCH HILEVEL RESCUE)		1
TRAFFIC VIOLATION		6
UNKNOWN PROBLEM (MAN DOWN)	LIFE STATUS QUESTIONABLE	1
VANDALISM	IN PROGRESS	3
VANDALISM	NOT IN PROGRESS	6
VICE	IN PROGRESS	4
VICE	NOT IN PROGRESS	7
WARRANT SERVICE (CAPIAS, DETENTION, TDO)		5
WATER RESCUE		1

Police Signal Codes

04 – Acknowledged	36 – Time Check
07 – Out of Service	
08 – In Service	
09 – Arrived	
12 – General Broadcast	50 – Bait Car
15 – Suspect/Prisoner In Custody	98 – Emergency – Clear the Air
	100 – Police Officer Needs Assistance
18 – Subject with Communicable Disease	102 – Weapon
	111 – Suspicious Person
20 – Location	114 – Suspicious Auto
21 – Call _____ by Phone	119 – Mental Illness
	122 – Intoxicated
25 – Radio Test	123 – Warrant
26 – Radio Test – Good	150 – Suspicious Death
27 – Radio Test – Poor	151 – Natural Death
	174 – Narcotics
29 – Weapon Involved	175 – Vice
	205 – Traffic Stop

Police Event Disposition Types

ALARM ACTUAL FIRE, EMS, OFFENSE
ALARM EQUIPMENT MALFUNCTION
ALARM MALICIOUS
ALARM OTHER
ALARM USER ERROR
ALARM WEATHER
ARREST MADE
ASSIGNMENT COMPLETED
ASSIGNMENT NOT COMPLETED
ASSISTANCE PROVIDED
CIT/ARRESTED
CIT/INTERVENTION
CIT/RELEASED
CIT/TDO
CLEARED BY COMPLAINANT
CLEARED BY RADIO
CLEAR ON ARRIVAL
FAIL TO ANSWER RADIO
FAIL TO CLEAR
FALSE/UNFOUNDED CALL
NO REPORT REQUIRED
NOT A POLICE MATTER
NOTIFICATION MADE
NOT NEEDED
NOTIFICATION NOT MADE
REPORT COMPLETED
SEARCH COMPLETED
TRAFFIC SUMMONS ISSUED
TURNED OVER TO _____
TURNED OVER TO CIT OFFICER
UNABLE TO LOCATE

Police Out-Of-Service Types

ADMINISTRATIVE
PERSONAL BREAK
COURT
EQUIPMENT SERVICE
FUEL
MEAL
MEETING, PHONE CALL, CONFERENCE
OFFICE
OUT OF SERVICE FOR TRAINING
VEHICLE SERVICE

PD 501

NORFOLK POLICE DEPARTMENT
REQUEST FOR CADS INFORMATION

Instructions: Personnel are to complete the entire form, sign, and route the form through their chain of command. Upon Commanding Officer approval, forward the form to the Custodian of Records of the Emergency Communications Center.

Date of Request:	
Supervisor/Investigator Name:	
Date of Incident(s) or Date Range:	
Time of Incident(s) or Time Frame:	
Location of Incident	
Employee(s), Unit Number, and Vehicle:	

Purpose of Request:

Supervisor/Investigator Signature: _____ Date:_____

Commanding Officer Name:_____

Commanding Officer Signature:_____ Date:_____